

Figure 1

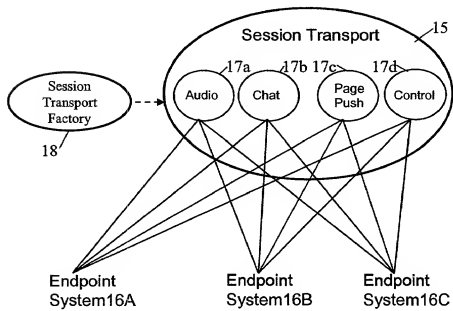


Figure 2

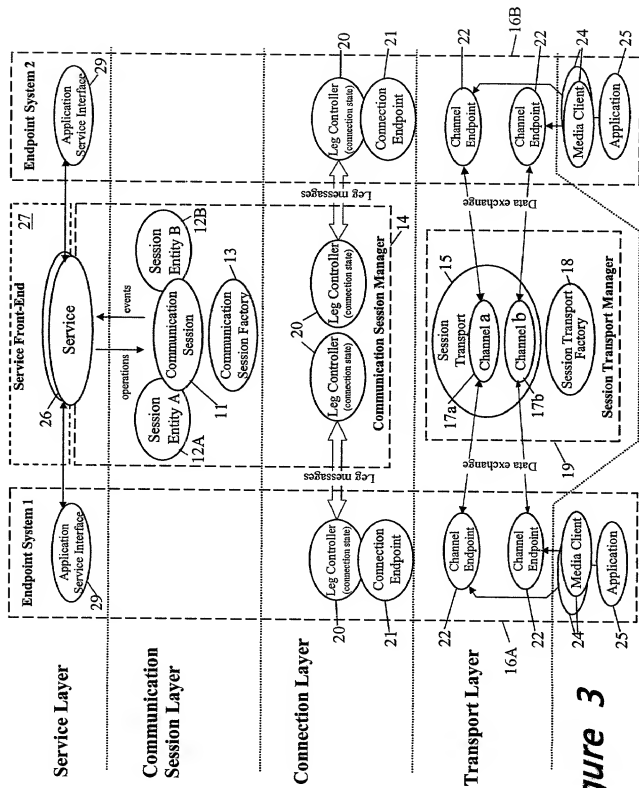


Figure 3

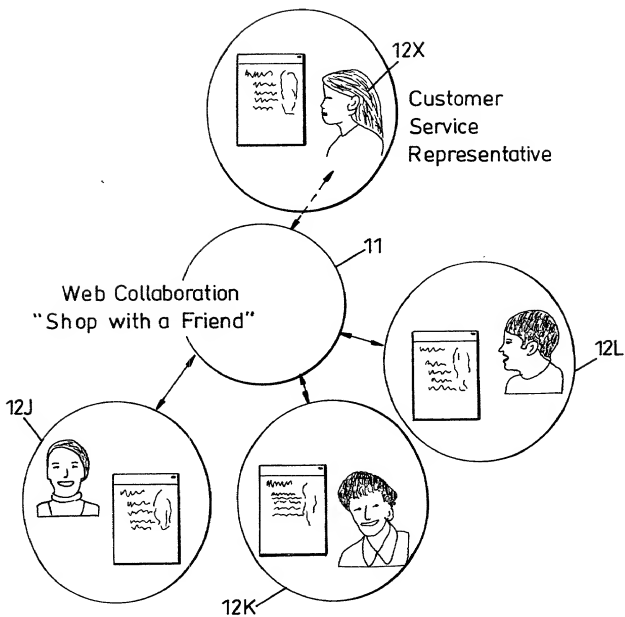


Fig. 4

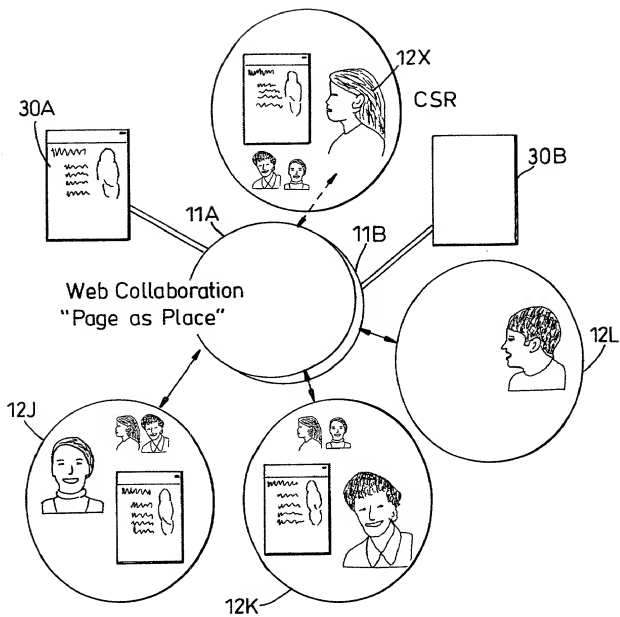


Fig. 5

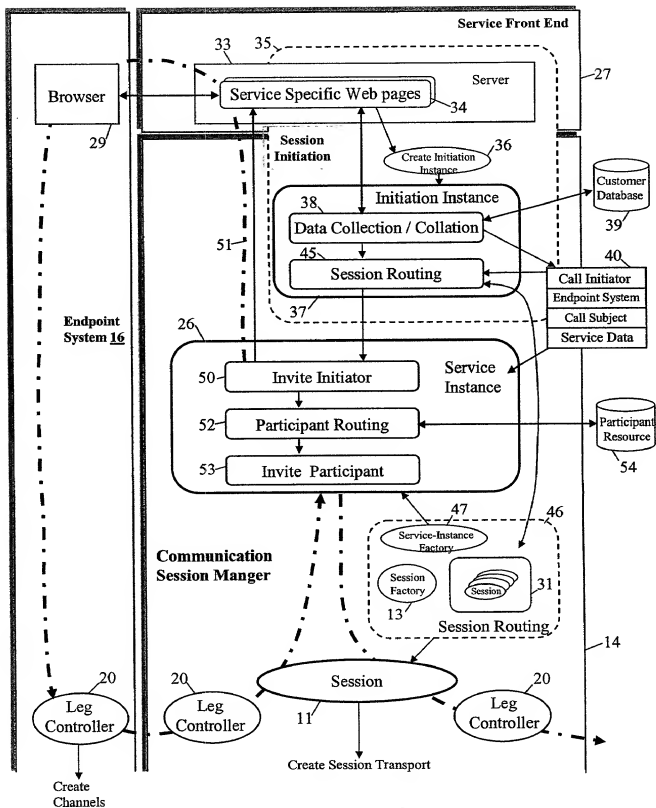


Figure 6

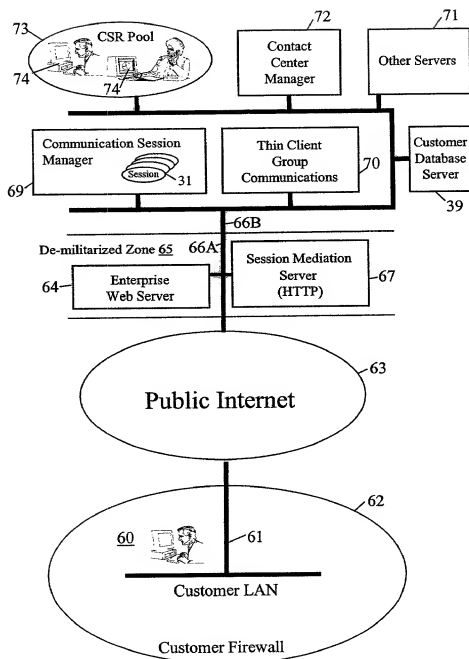


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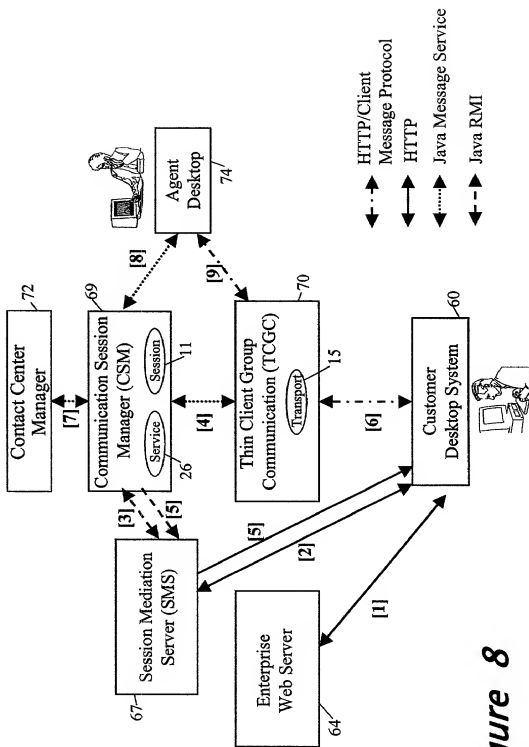


Figure 8

80 →

ICC Call Control

Call ID 45	Priority -1	Campaign Hoovers	Customer ID cust 17850911	Customer Name Fred Bloggs	Media	Status Answered
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81 →

ICC Chat - English

General Phrases - Hoovers

Welcome Agent Joe You are now on-line

****Fred is here****

Agent Joe says: Hi, how can I help you?

Fred says: Tell me about HP

85

Input text below and press RETURN

ICC Page Push - English

Common Bookmarks Hoovers

Type URL below and press PUSH 86

<http://www.hp.com/>

Push Restart browser

87

Agent Page Push - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Chemicals Publisher Mail

Address

United States

▼ Highlights

Search Assistance
Company Information
Year 2000 Program

► Select Another Country
United States 12 GB

OnlineStores Drivers

Solutions for:

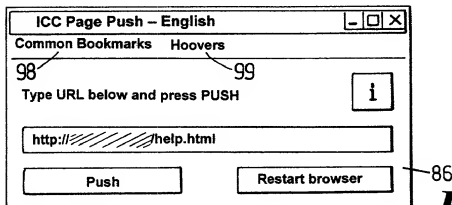
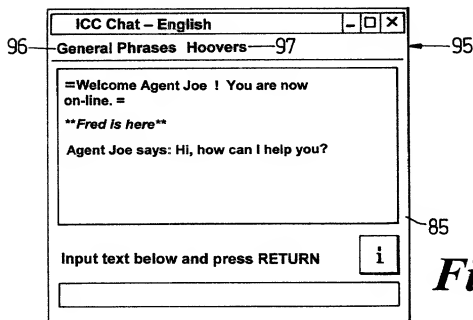
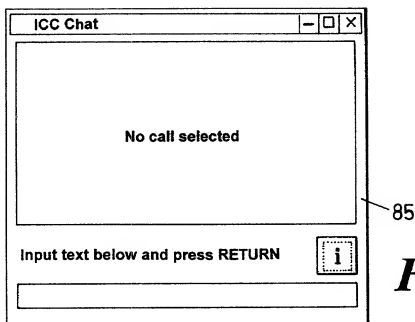
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83



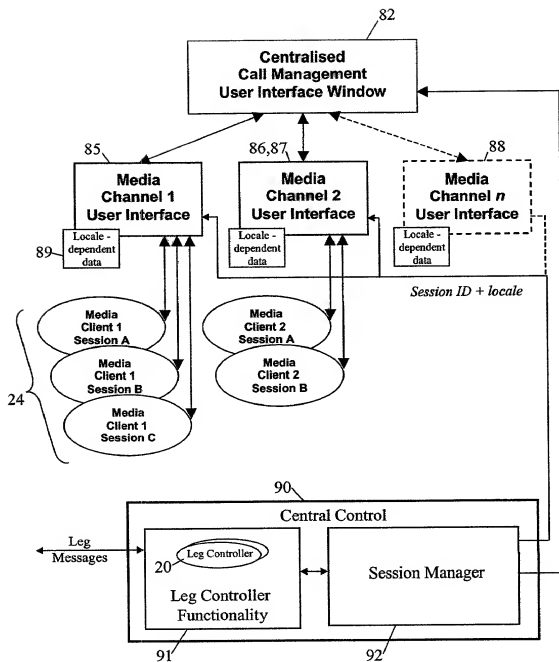


Figure 13

ICC Call Control

□ □ X

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
39	-1	Hoovers	cust-479550911	Fred Bloggs		Normal call

82

Fig. 14

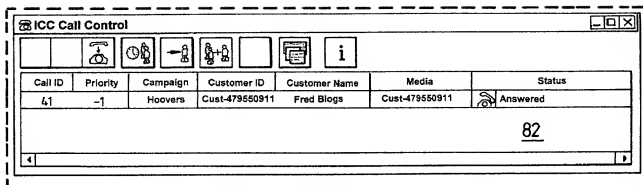


Fig. 15

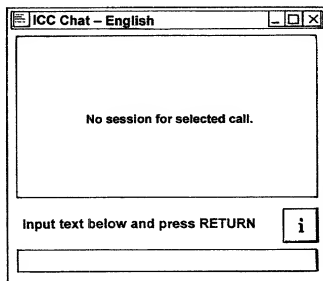


Fig. 16

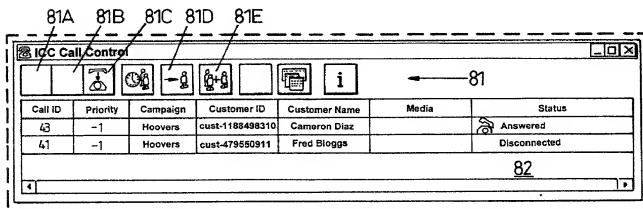


Fig. 17

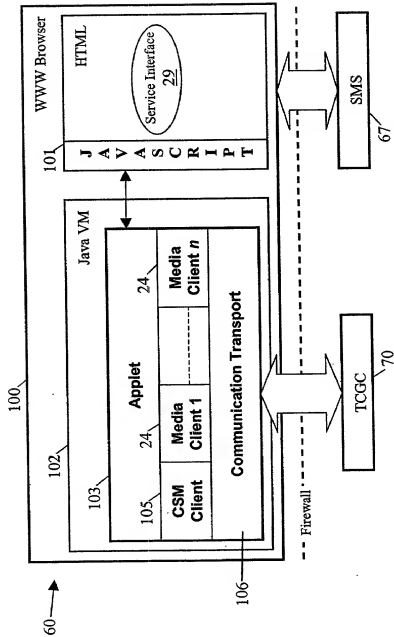
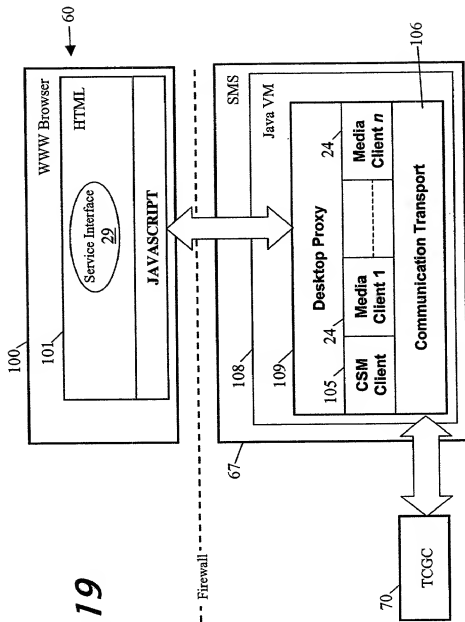
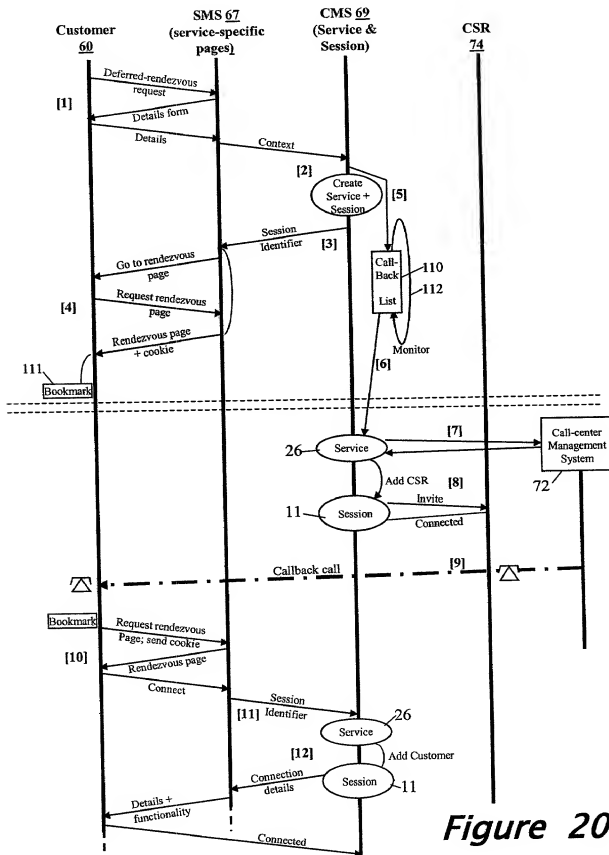


Figure 18

Figure 19





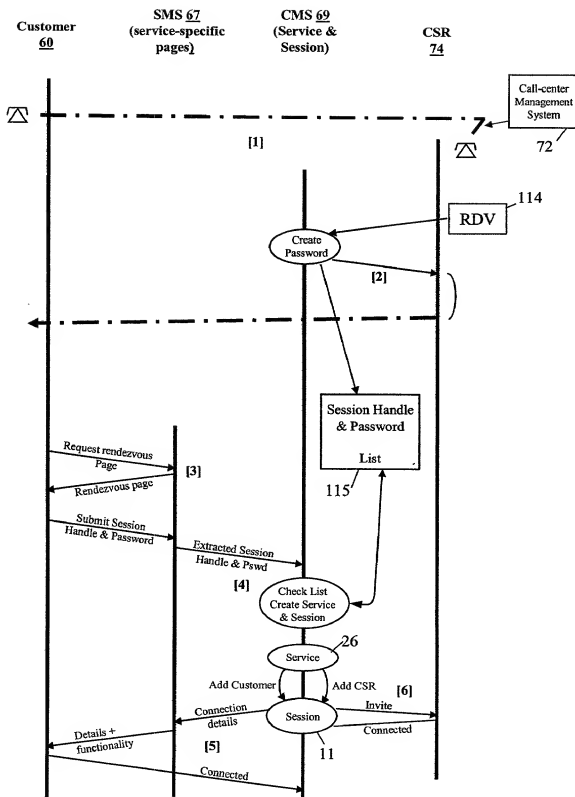
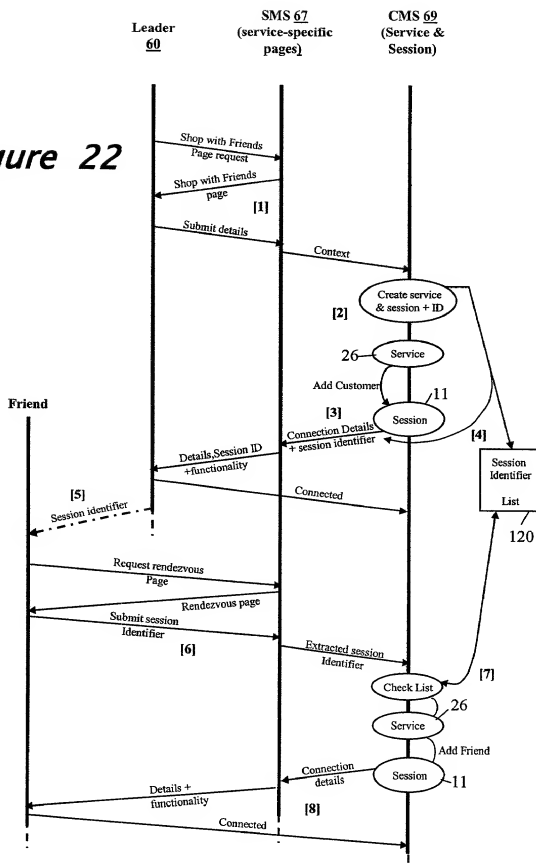


Figure 21

Figure 22



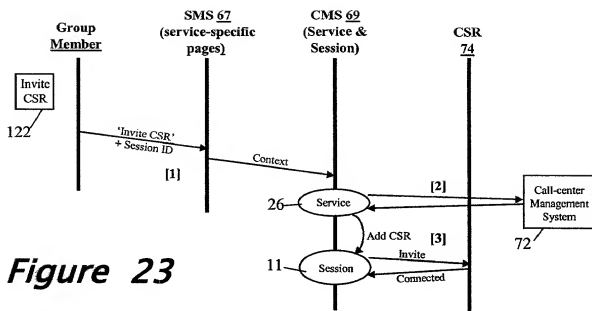


Figure 23

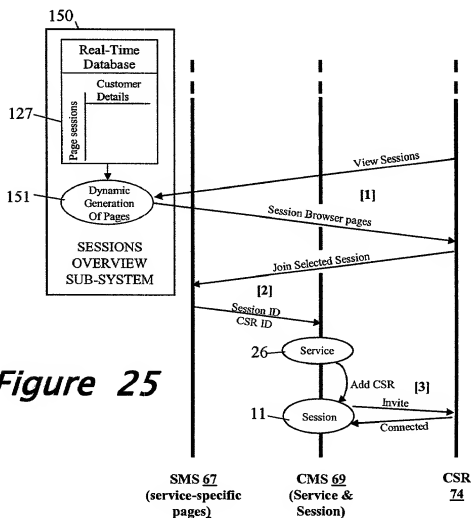


Figure 25

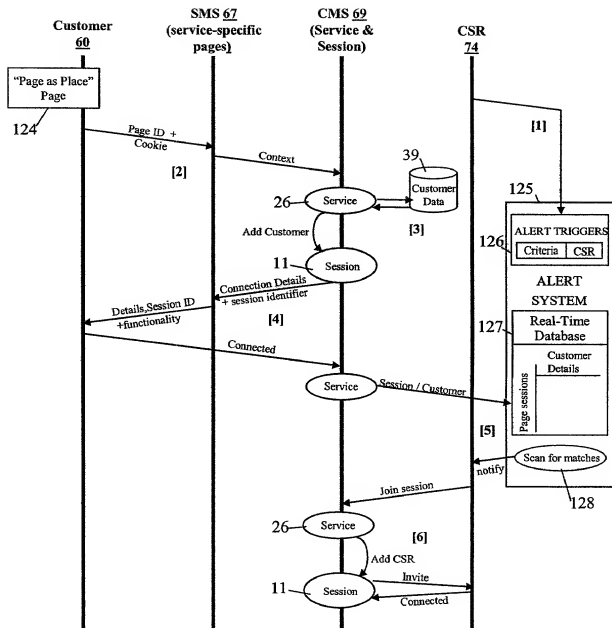


Figure 24

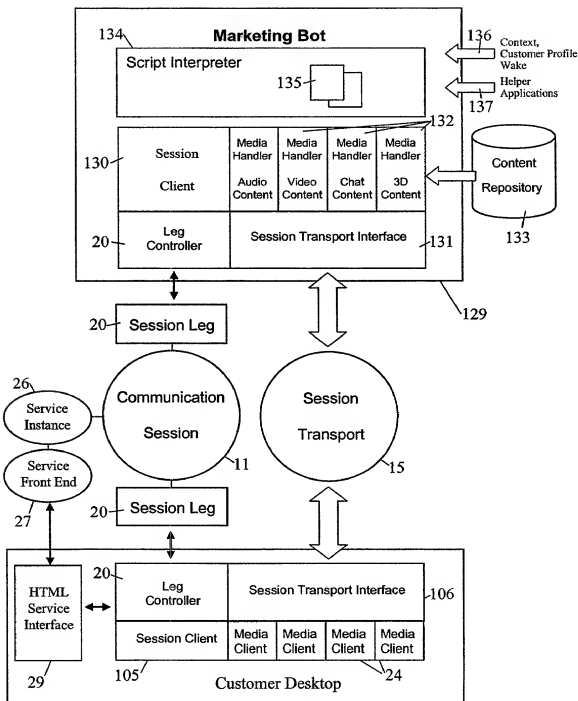


Figure 26

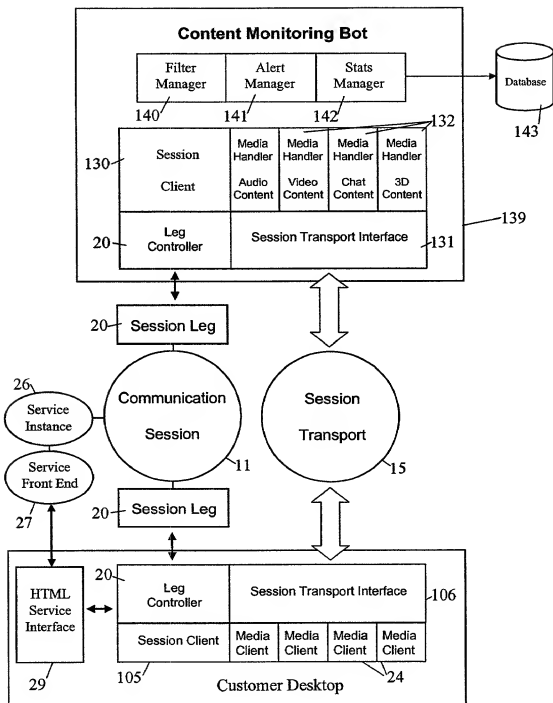


Figure 27